

ORIGINAL

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ARIZONA CORPORATION COMMISSION

June 23, 2017

To: Docket Control

RE: ARIZONA PUBLIC SERVICE – Customer Comments
Docket E-01345A-16-0036 & E-01345A-16-0123

Please docket the attached 2 customer comments regarding the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

JUN 26 2017

DOCKETED BY

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL
2017 JUN 26 A 9:09

E-01345A-16-0123

E-01345A-16-0034

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Roxanne Best

Phone: <<< REDACTED >>>

Opinion Date: 6/21/2017

Opinion Number: 2017 - 141258

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 6/21/2017 4:37 PM

First Name: James

Last Name: Trembulak

Account Name: James Trembulak

Address: <<< REDACTED >>>

City: Prescott Valley

State: AZ

Zip Code: 86314

Home: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: Arizona Public Service Company

Division: Electric

Nature Of Opinion

Docket Number: E-01345A-16-0123

Docket Position: Neutral

I would like to see consumer protection in the form of a standardized 28 day billing cycle. Currently APS charges one rate for a baseline of 400kwh and a higher rate for usage beyond that in any given billing cycle. So it stands to reason that usage in days at the end of the cycle would be at the higher rate. By allowing APS to extend the billing cycle to 35 days for example, the last days would all be at the higher rate. APS knows those extra days will all be at a rate of time and a half the lower rate. Therefore they are allowed at their own discretion to determine what rate the consumer will pay. If that is the case then why not charge the customers more and make more profit? APS would be dumb NOT to extend the billing cycle. As a personal example, I was recently billed for a 32 day cycle during the hottest month of the year. WHAT MONTH HAS 32 DAYS? I MUST HAVE MISSED SCHOOL THAT DAY!! These extra charges when multiplied by every APS customer could run into MILLIONS OF DOLLARS PER MONTH. A standardized 28 day billing cycle would "restart the meter" each month and allow the consumer to pay the lower rate. This will impose no hardship on APS because they could still send the bills within the current system. The only change would be the 28 day billing cycle would be reflected on the statement. With the advent of "smart meters", APS can track how much electric is being used at any given time of the day. It would therefore be easy to determine the 28 day cycle with no additional cost to APS. On a side note-Allowing APS to raise their rates during summer is like letting people sell \$25 bottled water during an earthquake. Price gouging. If people want to use more let them pay for more at the same rate instead of raising everybody's rates.

Investigation

Date:

Analyst:

Submitted By:

Type:

6/21/2017

Roxanne Best

Web Submission

Investigation

Comments noted for record and docketed. Closed.

E-01345A-16-0123

E-01345A-16-0036

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 6/20/2017
Opinion Number: 2017 - 141218 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/20/2017 11:36 AM

First Name: Janet **Last Name:** Sterne **Account Name:** Janet Sterne
Address: <<< REDACTED >>>
City: Surprise **State:** AZ **Zip Code:** 85374
Home: <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0123 **Docket Position:** Against

APS should not be funding Commissioner's when they run for office, this is wrong.

There should be more information available on the people running for Commissioner positions.

Where is all the money coming from for these people to run for office?

		Investigation	
Date:	Analyst:	Submitted By:	Type:
6/20/2017	Roxanne Best	Telephone	Investigation
Comments noted for record and docketed. Closed.			
